MOTOROLA

AirMobile
SOFTWARE PRODUCTS

Software for Lotus cc:MAIL
Wireless

(M) MOTOROLA

Air*Mobile*™ Wireless Comm Client for cc:Mail
User Guide
Version 1.0

Motorola Wireless Data Group
Mobile Software Products
50 East Commerce Drive, Suite M5
Schaumburg, Illinois 60173
General Information: 800 991-9473, 708 576-5899
Technical Support: 800 399-7421, 708 538-3237

Table of Contents
Motorola Air*Mobile* Wireless Comm Client for cc:Mail

AirMobile

Preface

Motorola's Air*Mobile* Wireless for cc:Mail software is a powerful addition to Lotus cc:Mail Mobile that delivers efficient, fast and cost-effective wireless e-mail services.

With cc:Mail Mobile as a foundation, Air*Mobile* Wireless for cc:Mail software enables companies to communicate wirelessly with a mobile sales force, work-at-home employees, traveling executives and others who have to send and receive messages, manage business contacts, coordinate calendars, and keep in constant contact, no matter where their current workplace happens to be.

The Air*Mobile* Wireless for cc:Mail product is delivered as a complete package of client and server software, and contains all the software you need for wireless connectivity. No additional client or server licenses are required.

This guide gives you complete installation and configuration instructions for Motorola Air*Mobile* Wireless Comm Client for cc:Mail on your personal computer. A companion guide describes the installation and configuration procedures for the Air*Mobile* Wireless Comm Server for cc:Mail.

Optimized for the wireless environment.

Motorola Air*Mobile* Wireless Comm Client for cc:Mail is optimized for the wireless environment. The software implements a powerful and efficient wireless transport and application protocol, enabling users of Lotus cc:Mail Mobile for Windows to send and receive e-mail messages quickly and easily. Wireless communication is hassle-free: no telephone lines, no elaborate credit card call sequences, no AT-type call setup configurations. Motorola's Air*Mobile* software products transparently support major wireless wide area networks and operate on a variety of wireless modems/network adapters. With Motorola Air*Mobile* software you simply turn on your wireless network adapter, load cc:Mail Mobile and you're connected to your cc:Mail server back in the office, uploading messages you have sent to your LAN mail server or downloading messages from your LAN mail server to your inbox.

You'll find that Air*Mobile* software is not only efficient over the air, it runs quietly and efficiently as a background task in Windows. While Air*Mobile* software does its job, you can continue to read or send e-mail messages or run other Windows applications.

Air*Mobile*

Wireless software from the world leader in wireless technology

Air*Mobile* Wireless Comm Client for cc:Mail is an important member of a growing family of Motorola's wireless solutions for the mobile work force. We are confident you will find this product to be both flexible and convenient for conducting your electronic communications via Lotus cc:Mail Mobile.

Other Sources of Information

This guide describes the functions and configuration requirements for Motorola Air*Mobile* Wireless Comm Client for cc:Mail and is a companion document to the user guide for the Air*Mobile* Wireless Comm Server for cc:Mail. In addition, there are other documents and resources that provide important information about Air*Mobile* Wireless for cc:Mail and cc:Mail Mobile for Windows. These include the on-line Help systems for Motorola Air*Mobile* software and Lotus cc:Mail Mobile and the Lotus cc:Mail for Windows User's Guide.

As a mobile user, you will want to minimize the amount of documentation you take with you when sending and receiving messages from remote locations. Fortunately, the on-line Help systems for both Air*Mobile* software and cc:Mail Mobile for Windows are simple and robust, providing you step-by-step instructions for any feature of either product.

Conventions in this Guide

This guide uses print conventions to help you find the information you need to perform tasks more efficiently.

Text Type   **Boldface** type emphasizes words.

Italic type introduces and defines new terms and is used for the titles of publications.

Keys   The names of keys that you press are in uppercase letters, as in this example:

Press the CTRL key.

AirMobile

Type-in Commands

In statements of command syntax, **boldface** type indicates the characters you should actually type, and *italic* type designates the variables that you replace with other information. For example, in the following command, you type **SETUP** but replace *drive* and *directory* with the actual names:

*drive:\directory***SETUP**

Examples of commands in this guide use regular type, as shown here:

A:SETUP

AirMobile
SOFTWARE PRODUCTS

1   Before You Begin

This chapter tells you how to install and run the software. Basic concepts and terminology are presented, together with a brief discussion of how Air*Mobile* Wireless for cc:Mail differs from existing communication methods for cc:Mail Mobile for Windows.

What is Air*Mobile* Wireless Comm Client for cc:Mail?

Motorola Air*Mobile* Wireless Comm Client for cc:Mail is software that enables you to communicate with your LAN-based Lotus cc:Mail mail server via wide area wireless networks. The software operates in conjunction with Air*Mobile* Comm Server software which must be installed on your cc:Mail server.

To run Air*Mobile* Wireless for cc:Mail:

To run Motorola Air*Mobile* Wireless Comm Client for cc:Mail, you must have the following:

❑ An 80386-class or higher IBM microcomputer, or 100-percent IBM-compatible computer.

❑ At least 4 Mbytes of RAM

❑ Up to 2 Mbytes of available disk space

❑ VGA, SVGA , or 8514/a display

❑ Wireless Network Adapter (e.g., InfoTac or Mobidem-like device)

❑ Wireless Network Service (e.g., Ardis, CDPD, DataTAC, Mobitex and RAM)

❑ Microsoft Windows, Version 3.1 or 3.11

❑ Lotus cc:Mail Mobile for Windows Release 2

Air*Mobile*

Understanding Motorola AirMobile
Wireless for cc:Mail

Before learning how to use Motorola Air*Mobile* Wireless Comm Client for cc:Mail, you should understand some basic wireless concepts and terminology. The following section provides a brief introduction to Motorola Air*Mobile* Wireless for cc:Mail software.

☞ *Note: For a full discussion of cc:Mail and cc:Mail Mobile terms and concepts and an overview of what you can do with cc:Mail, see the Lotus "cc:Mail Mobile for Windows Getting Started Guide" and the Lotus "cc:Mail for Windows Users Guide" manuals.*

Communication Server

The *Communication Server* is a LAN-based PC computer that manages the wireless communications between wireless cc:Mail Mobile users and their LAN-based cc:Mail mailbox. The Air*Mobile* Wireless Communication Server for cc:Mail provides wireless cc:Mail Mobile users with a wireless LAN access point.

Installing a *Communication Server* does not require cc:Mail administrator access or privileges. This helps enable quick, problem-free implementations. The *Communication Server* requires a 80386-class or higher IBM microcomputer, or 100-percent IBM-compatible computer with Windows 3.1 or 3.11 operating system.
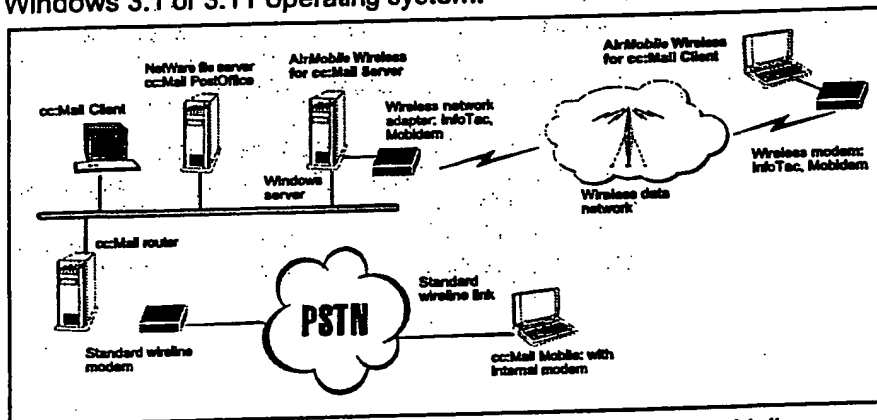
Figure 1-1 AirMobile Wireless Comm Server and Client in a cc:Mail environment

AirMobile

10

**User Profile
Database**   The *User Profile Database* contains one or more entries which define
AirMobile Wireless cc:Mail Mobile users. A User Profile Database exists
on both the Communication Server and the AirMobile Client. The User
Profile Database on the Communication Server is automatically updated by
the User Profile Database on the AirMobile Client to reflect changes and
preferences of the user. In other words, Motorola lets the actual users in
the field control important filtering and other configuration information.

**Wireless
Registration**   *Wireless Registration* defines the AirMobile optimized application
protocol. This enables efficient, secure and authenticated wireless
communication between a cc:Mail Mobile client and a LAN-based cc:Mail
PostOffice.

Filtering   Message filtering is a critical component for mobile applications,
particularly those that rely on communication interfaces which have
limited throughput and tariffs based on time or usage. This is true for all
wireless wide-area networks.

For maximum efficiency and economy with wireless networks, Lotus
cc:Mail Mobile and Motorola AirMobile Wireless for cc:Mail software
provide a complementary set of message filters.

Although AirMobile Wireless for cc:Mail software preserves the familiar
filtering methods of cc:Mail and cc:Mail Mobile, Motorola adds filters to
help make your wireless connections more efficient and less expensive.
For example, AirMobile software lets you select a cut-off size for
messages, accepting the first few hundred bytes and cutting off the rest.
You can also control whether you'll receive text or binary attachments
(for graphics, spreadsheets, etc.).

Lotus cc:Mail Mobile for Windows implements filters which qualify
messages before they are downloaded to your laptop computer. Motorola
AirMobile Wireless for cc:Mail software directly implements these same
filters. These filters include message priority, message date, message
size, message subject and message originator

AirMobile

In addition, Motorola Air*Mobile* Wireless Comm Client for cc:Mail implements **upload filters** as well. You can change filters remotely without having to find your LAN administrator, altering your message priority and message size filters from your remote portable. With this feature, messages which you send (stored in your Outbox) are not transmitted wirelessly unless they pass your message priority and size filters. These *"rejected"* messages will remain in your Outbox waiting to be sent via another communication medium (e.g., a direct LAN connection).

AirMobile

2   Installing and Configuring Motorola Air*Mobile* Wireless Comm Client for cc:Mail

This chapter provides instructions for installing and configuring Motorola Air*Mobile* Wireless Comm Client for cc:Mail on your personal computer.

Installing Motorola Air*Mobile* Wireless Comm Client for cc:Mail

Follow the instructions in this section to install Motorola Air*Mobile* Wireless Comm Client for cc:Mail.

☞ *Important: Before installing Motorola Air*Mobile *Wireless Comm Client for cc:Mail, Lotus cc:Mail Mobile for Windows Release 2 must be installed.*

1. If Lotus cc:Mail Mobile is not installed on this machine, STOP this installation procedure and install cc:Mail Mobile first.

2. Installation preparation

   To install Motorola Air*Mobile* Wireless Comm Client for cc:Mail, you must know the following:

   ❑ The directory path containing the cc:Mail Mobile program files (e.g., C:\CCMOBILE)
   ❑ The local directory path containing your cc:Mail Mobile PostOffice (e.g., C:\CCMOBILE\CCDATA1)
   ❑ The logon name for the cc:Mail Mobile user
   ❑ The logon password for the cc:Mail Mobile user
   ❑ The local wireless radio ID for your cc:Mail Mobile PC
   ❑ The remote wireless radio ID for your Motorola Air*Mobile* Wireless Communication Server for cc:Mail
   ❑ The COM port your PC will use to communicate with your wireless radio (e.g., COM1, COM2)

AirMobile

3. Install Motorola Air*Mobile* Wireless Comm Client for cc:Mail

☞ *Note: make sure that neither cc:Mail Mobile or cc:Mail Background are running!*

a) Start Windows (if it isn't currently running)

b) Insert the Motorola Air*Mobile* Wireless Comm Client for cc:Mail Disk in your 3.5" floppy drive

c) Choose Run from the File menu

d) Type the SETUP command:

*drive:***SETUP**

For example, if the disk is in drive A:, type:

A:SETUP

After a few moments, a *"Setup"* dialog menu appears, prompting you for the installation directory.

```
┌────────────────────────────────────────────────────┐
│                     SETUP                          │
├────────────────────────────────────────────────────┤
│                                                    │
│        PLEASE CHOOSE YOUR INSTALLATION DIRECTORY   │
│                  ON A FIXED DRIVE                  │
│                                                    │
│      Make your choice and press <Enter> or click on OK │
│                                                    │
│  ┌──────────────────────────────────────────────┐ │
│  │ C:\CCMOBILE                                   │ │
│  └──────────────────────────────────────────────┘ │
│                                                    │
│                  ┌──────────┐                      │
│                  │    OK    │                      │
│                  └──────────┘                      │
└────────────────────────────────────────────────────┘
```
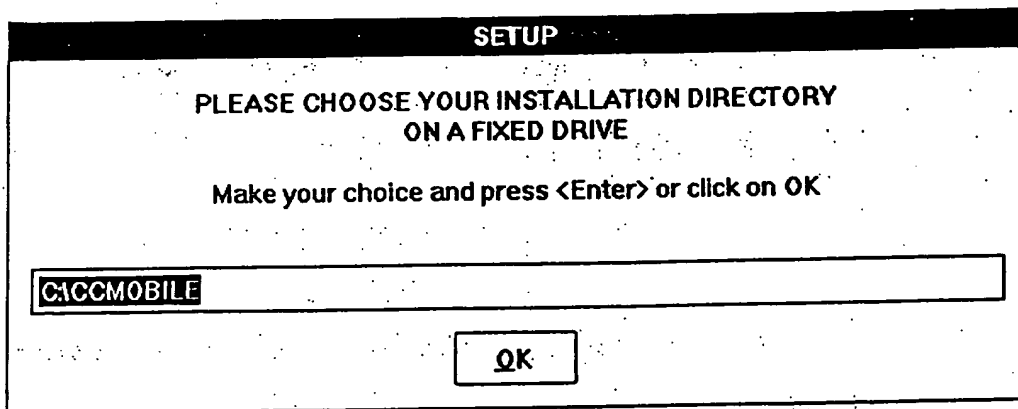
Figure 2-1. The Setup dialog menu

e) Enter the same installation path as used for Lotus cc:Mail Mobile.

After a few moments the installation program will prompt you for a path to install the Motorola Air*Mobile* Wireless Comm Client for cc:Mail.

AirMobile

14

☞ *Important: You must use the same path as used by cc:Mail Mobile (e.g., c:\ccmobile). Failure to use the same installation path will cause difficulties with operation.*

The installation process requires an existing cc:Mail Mobile program (CCBKGRND.EXE) file to be renamed to CCLOTUS.EXE. The following alert is displayed. Select "Yes" to continue the installation.

```
┌──────────────────────────────────────────────────────┐
│                      SETUP                            │
├──────────────────────────────────────────────────────┤
│                                                        │
│  Warning! Attempt to erase file with read-only attribute. │
│             C:\CCMOBILE\CCBKGRND.EXE                   │
│                                                        │
│        ┌─────────┐      ┌─────────┐                   │
│        │  Yes    │      │   No    │                   │
│        └─────────┘      └─────────┘                   │
└──────────────────────────────────────────────────────┘
```
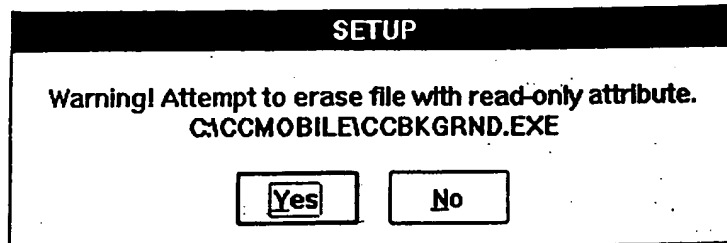
Figure 2-2 Installation alert.

When the installation is complete, a new Program Group will be created with two AirMobile icons (see figure 2-3).

```
┌────────────────────────────────────┐
│ ▬  Motorola AirMobile      ▼ ▲     │
├────────────────────────────────────┤
│   📋           🐢                   │
│  AirMobile    AirMobile            │
│  Background   Profile Editor       │
└────────────────────────────────────┘
```
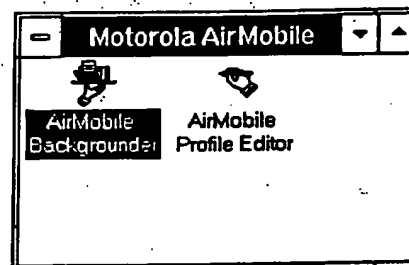
Figure 2-3: Windows program group created during installation

☞ *IMPORTANT: This installation process renames the Lotus cc:Mail Background (CCBKGRND.EXE) to CCLOTUS.EXE. If you execute cc:Mail Background directly from your Windows Program Manager, you must modify the properties of your Lotus cc:Mail Background icons. Highlight the Lotus cc:Mail Background icon, press Alt/Enter and modify the command line to reflect the CCLOTUS.EXE.*

© 1995 Motorola, Inc. All rights reserved.

AirMobile

Configuring Motorola Air*Mobile*
Wireless Comm Client for cc:Mail

Follow the instructions in this section to configure Motorola Air*Mobile* Wireless Comm Client for cc:Mail using the Motorola Air*Mobile* Profile Editor.

The Air*Mobile* Profile Editor is used to:

❑ Configure the Motorola Air*Mobile* software with pertinent information regarding your cc:Mail Mobile user account (e.g., User name, Password, PostOffice path).

❑ Configure the Motorola Air*Mobile* software with system configuration information (e.g., wireless radio addresses, COMM ports, etc.).

1. Launch "Profile Editor." In Windows, double-click the "Air*Mobile*

Profile editor" icon [AirMobile Profiler] .

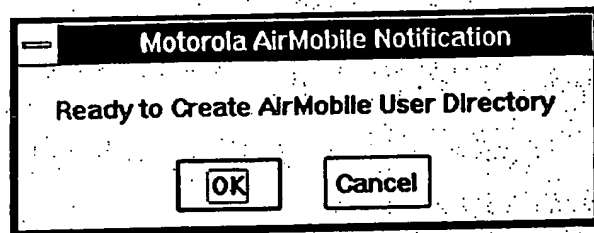2. Confirm to build the Air*Mobile* User directory.

Figure 2-4: The Air*Mobile* Wireless for cc:Mail notification screen.

When launched for the first time, the Air*Mobile* Profiler will automatically build a database to retain essential information. Click "OK" to continue. A blank user profile screen is displayed (Figure 2-5).

AirMobile

```
┌──────────────────────────────────────────────────────────┐
│ ──    ·  .      - AirMobile Profiler Utility -      ▼  ▲   │
├──────────────────────────────────────────────────────────┤
│  File   Edit   Help                                       │
├──────────────────────────────────────────────────────────┤
│ [●][⇄]  [⊟]  [⊟][⊕][⊖]  [?]                               │
├──────────────────────────────────────────────────────────┤
│  ┌─General Information ──────────────────────┐            │
│  │                                           │            │
│  │  User Name        [New User      ] [↓]    │ ◉ Enable   │
│  │                                           │            │
│  │  User Password    [           ]           │ ○ Disable  │
│  │                                           │            │
│  │  PostOffice Name  [           ]           │            │
│  │                                           │            │
│  │  PostOffice Path  [           ]           │            │
│  │                                           │            │
│  │  Msg Truncation Size [        ]           │ ⊠ Text Attach │
│  │                                           │            │
│  │  Remote Radio ID  [           ]           │ ⊠ File Attach │
│  │                                           │            │
│  │  Local Radio ID                           │            │
│  │                                           │            │
│  └───────────────────────────────────────────┘            │
│                                                           │
├──────────────────────────────────────────────────────────┤
│  Ready                                    NUM             │
└──────────────────────────────────────────────────────────┘
```

Figure 2-5: User Profile Configuration screen.

3.   Complete the *"Profile Editor"* screen.

> The *"Profile Editor"* configuration screen is displayed. Enter the information as described below.
>
> Use the **TAB** key to move your cursor from one field to another.
>
> User Name: Enter your cc:Mail Mobile logon name, replacing "New User".
>
> User Password: *Enter your cc:Mail Mobile logon password.*

☞ **Note: The password field is masked to prevent your password from being viewed.**

> PostOffice Name: Enter the name of the PostOffice associated with your cc:Mail Mobile account (e.g., ACME-PostOffice).
>
> PostOffice Path: Enter the path where your cc:Mail Mobile postoffice resides (e.g., c:\ccmobile\ccdata1). If you are not sure of your

AirMobile

PostOffice Path, you can find the path displayed on the cc:Mail Mobile logon menu.

Msg. Truncation Size (optional): Defines how to process messages which are rejected by ALL filter settings. If you would like to receive a portion of text messages which are rejected by your filter settings, enter the number of bytes (characters) you would like to receive.

☞ *Note: This process marks messages as "Read" and prevents downloading of the entire message at a later time.*

Remote Radio ID: Enter the Radio ID of the Air*Mobile* Communication Server for cc:Mail.

Enable/Disable: If "enabled" Air*Mobile* will manage the cc:Mail Mobile Outbox for this user, automatically sending messages which pass filter settings to the Communication Server. When "enabled" Air*Mobile* will ensure messages are automatically downloaded to your cc:Mail Mobile account from the server automatically, if the message passes the filter settings defined by the client.

Text Attach:
(optional) *Check this box if you want to receive TEXT portions of messages sent to you. See "Setting Air*Mobile Filters" for more details.*

File Attach:
(optional) *Check this box if you want to receive file attachments which are sent to your Inbox (e.g., spreadsheet or word-processing files). See "Setting Air*Mobile Filters" for more details.*

Local Radio ID: *This is a READ-ONLY field on this screen which displays the local Radio ID defined for the cc:Mail Mobile station.*

☞ *Note: This field is defined in the Profile Editor's "System Configuration" menu.*

AirMobile

```
┌─────────────────────────────────────────────────────────────┐
│ ▬        - AirMobile Profiler Utility -              ▼ │ ▲   │
├─────────────────────────────────────────────────────────────┤
│ File   Edit   Help                                          │
├─────────────────────────────────────────────────────────────┤
│ [●][↰]  [📇]  [💾][✚][━]  [❓]                                │
│                                                              │
│  ┌General Information──────────────────────────┐             │
│  │  User Name        [Mitch Hansen      ][±]   │  ◉ Enable   │
│  │  User Password    [●●●●●           ]        │  ○ Disable  │
│  │  PostOffice Name  [ACME-PostOffice ]        │             │
│  │  PostOffice Path  [c:\ccmobile\ccdata1]     │             │
│  │  Msg Truncation Size [              ]        │  ☒ Text Attach │
│  │  Remote Radio ID  [15002222        ]        │  ☒ File Attach │
│  │  Local Radio ID                             │             │
│  │                                             │             │
│  └─────────────────────────────────────────────┘             │
│                                                              │
├─────────────────────────────────────────────────────────────┤
│ Ready                                              NUM       │
└─────────────────────────────────────────────────────────────┘
```
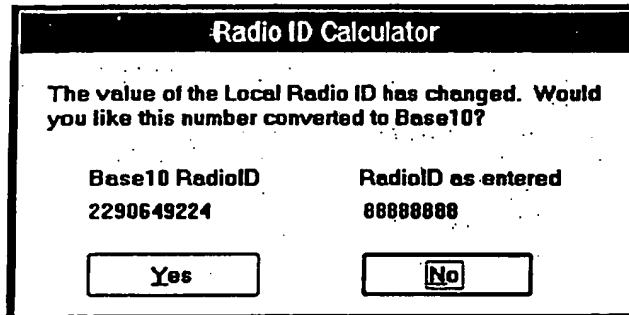
Figure 2-6: Example of completed User Profile entry.

4. Save the User Profile record.
   Save the User Profile record by selecting "Save" from the File pull-
   down menu or by clicking on the "Save" icon on the tool bar. 💾

5. Converting wireless modem and network adapters to Base-10
   Motorola AirMobile for cc:Mail records the identification numbers of
   wireless modems and network adapters in normal numerical format.
   Because some wireless modems and adapters provide their ID
   numbers in hexadecimal format, Motorola AirMobile software
   provides a built-in hexadecimal Radio ID Calculator to assist
   administrators and users in correctly configuring these Radio IDs.
   Anytime a hexadecimal radio ID value is entered or changed, whether
   on the server's local network adapter or the user's wireless modem,
   you will be asked if you would like to convert your Radio ID to a Base-
   10 value. Select YES. Note that the default option is NO, the value
   entered for normal Base-10 numbers.

   Wireless modems manufactured for DataTAC networks (e.g., Ardis)
   are commonly stamped with radio Ids in hexadecimal format. If you

AirMobile

are using these hexadecimal IDs, convert this number before proceeding by clicking on the YES button.

If you are using the MOBITEX network, select NO.

Radio ID Calculator

The value of the Local Radio ID has changed. Would you like this number converted to Base10?

Base10 RadioID	RadioID as entered
2290649224	88888888

| Yes | No |

Figure 2-7 The Radio ID calculator menu.

6. Setting the local "System Configuration".
Display the *"System Configuration"* menu by selecting *"System Configuration"* from the Edit pull-down menu or by clicking on the *"System Configuration"* icon ▣ on the tool bar.

AirMobile

Figure 2-8: System Configuration menu

The "System Configuration" screen is displayed. Enter the information as described below.

Local Radio ID: Enter the Radio ID of the wireless network adapter you will be using to communicate from your laptop computer.

Scheduler Cycle Time: Defines the number of seconds to wait between Outbox checking. For example, if you enter "60" in this field, your Outbox will be checked every 60 seconds for the presence of messages waiting to be sent. Note that 30 seconds is the minimum scheduler cycle time.

Inter-User Time-out: Defines the number of seconds to wait between checking the next user's Outbox.

Communication Port: Defines the communication interface used by the wireless network Adapter for your laptop computer. Click on the down-arrow and select one of the following values: COM1, COM2, COM3 or COM4.

AirMobile

4. Save the *"System Configuration"* information.
   Save the *"System Configuration"* by selecting *"Save"* from the File pull-down menu or by clicking on the *"Save"* icon ⊞ on the tool bar.

5. Converting wireless modem and network adapters to Base-10.
   Motorola Air*Mobile* for cc:Mail records the identification numbers of wireless modems and network adapters in normal numerical format. Because some wireless modems and adapters provide their ID numbers in <u>hexadecimal</u> format, Motorola Air*Mobile* software provides a built-in hexadecimal Radio ID Calculator to assist administrators and users in correctly configuring these Radio IDs. Anytime a hexadecimal radio ID value is entered or changed, whether on the server's local network adapter or the user's wireless modem, you will be asked if you would like to convert your Radio ID to a Base-10 value. Select YES. Note that the default option is NO, the value entered for normal Base-10 numbers.

   Wireless modems manufactured for DataTAC networks (e.g., Ardis) are commonly stamped with radio IDs in hexadecimal format. If you are using these hexadecimal IDs, convert this number before proceeding by clicking on the YES button.
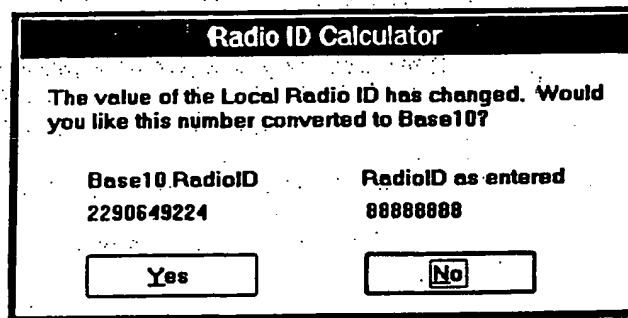
   If you are using the MOBITEX network, select NO.

Figure 2-9 The Radio ID calculator menu.

6. Exit the Air*Mobile* Configuration Tool.
   Exit the *"AirMobile Configuration Tool"* by selecting *"Exit"* from the File pull-down menu or simply double-click on the System menu.

AirMobile

Configuring Lotus cc:Mail Mobile for AirMobile Wireless Comm Client Communications

Follow the instructions in this section to configure your Lotus cc:Mail Mobile for Windows software to communicate wirelessly via Motorola AirMobile Wireless Comm Client for cc:Mail communication software.

This section describes how to define a new "Mobile Setup" and "Location Setup" within cc:Mail Mobile to enable the Motorola AirMobile Wireless Comm Client for cc:Mail.

Defining a Mobile Setup in cc:Mail Mobile

Overview

To enable your Lotus cc:Mail Mobile for Windows software to communicate via Motorola AirMobile Wireless Comm Client for cc:Mail, you must define a new "Mobile Setup" and enable the "Mobile Setup" through either a new "Location Setup" or by redefining an existing "Location Setup".

The instructions below define a new wireless Mobile Setup called "AirMobile" and a new Location Setup called "Motorola AirMobile Wireless."

1. Launch Lotus cc:Mail Mobile for Windows.
   In Windows, double-click the "Lotus cc:Mail Mobile" icon.

2. Select "Mobile Setup" from the Mobile menu.

AirMobile

```
┌─────────────────────────────────────────────────────────────┐
│ ▬                        Mobile Setup                        │
├─────────────────────────────────────────────────────────────┤
│ ┌─Home Post Office───────────────────────┐  ┌─────────────┐  │
│ │ Name: postoffice                       │  │     OK      │  │
│ │                                        │  └─────────────┘  │
│ │     ┌──────────┐    ┌──────────────┐   │  ┌─────────────┐  │
│ │     │ Browse...│    │ Edit Address.│   │  │   Cancel    │  │
│ │     └──────────┘    └──────────────┘   │  └─────────────┘  │
│ └────────────────────────────────────────┘                  │
│                                                              │
│ Calling Card Number: ┌──────────────────────────┐           │
│                      └──────────────────────────┘           │
│ Retries: ┌──────────┐   Interval: ┌──────┐  minute(s)        │
│          └──────────┘             └──────┘                   │
│  ☐ Save cc:Mail Background session log                       │
│  ☐ Activate diagnostics in cc:Mail Background                │
│  ☐ Activate audio tone on session completion                 │
│  ☐ Enable restricted display in cc:Mail Background           │
│  ☐ Accept mail connections               ┌─────────────┐     │
│  ☐ Confirm to Process System Updates     │    Help     │     │
│                                          └─────────────┘     │
└─────────────────────────────────────────────────────────────┘
```

Figure 2-10 Lotus cc:Mail Mobile setup menu

3. Choose the "Edit Address" from the "Mobile Setup" dialog button to display the "Home Post Office Setup" dialog.

4. Complete the "Home Post Office Setup" Dialog.

   a) Enter the name of your home PostOffice

   b) Enter any relevant comment

   c) Choose "Wireless" as the "Address Type"

   d) Enter "Air*Mobile*" as the "Address"

   e) Click on the "Add" button

   f) Click "OK" to return to the "Mobile Setup" dialog

   g) Click "OK" to return to your cc:Mail Mobile Inbox

AirMobile

24

Figure 2-11 Lotus cc:Mail Home Post Office setup menu.

Defining a Location Setup in cc:Mail Mobile

This section describes how to define and configure AirMobile Client for cc:Mail via Lotus cc:Mail's "Location Setup". The result is a "Location Setup" that, when selected, will allow you the freedom and convenience of wireless connectivity with your cc:Mail LAN server.

1. Define a new location called "Motorola AirMobile Wireless".

   a) Choose "Location Setup" from the "Mobile" menu to display the "Location Setup" dialog.

AirMobile
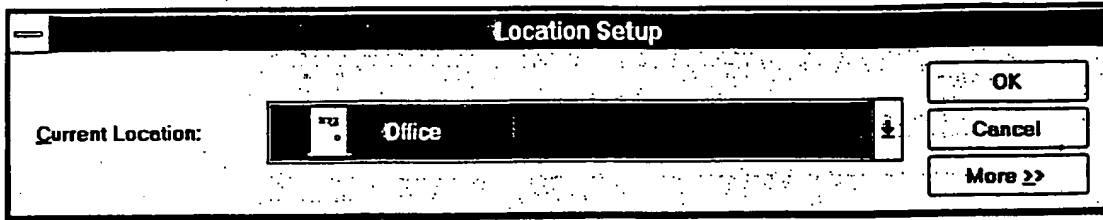
Figure 2-12 from cc:Mail Mobile for Windows.

b) Click the "*More*" button to the detailed cc:Mail Mobile for Windows
Location Setup dialog menu.
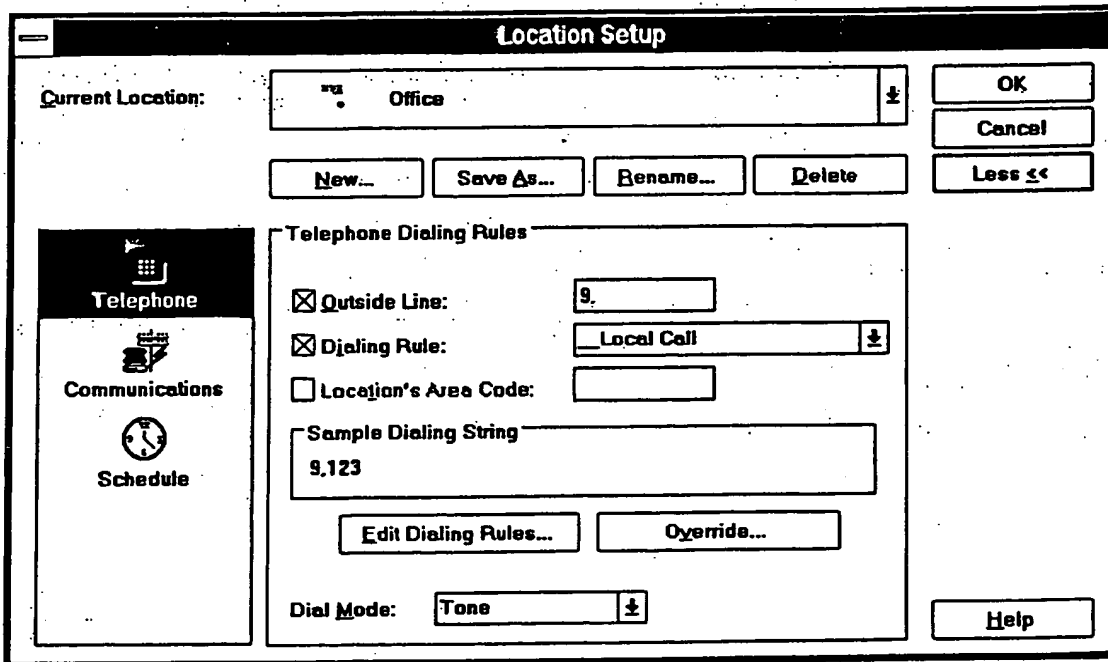
Figure 2-13 Detailed cc:Mail Mobile for Windows Location Setup dialog

c) Choose "*New*" from the "*Location Setup*" dialog.
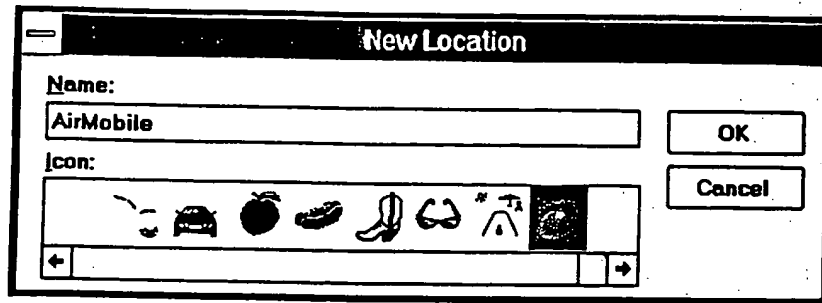
AirMobile

Figure 2-14 cc:Mail Mobile for Windows New Location dialog

d) Enter "Motorola AirMobile Wireless" in the "Name" field.

e) Choose an icon from the scrollable list of choices. The "Galaxy"
    icon is appropriate for AirMobile Wireless, so it is used in
    examples. You can find the "Galaxy" icon at the end of the scroll
    list.

f) Choose "OK" after highlighting a location icon. OK also returns you
    to the "Location Setup" dialog.

g) Choose the "Communications" icon from the left-hand column of
    "Location Setup" dialog.

AirMobile
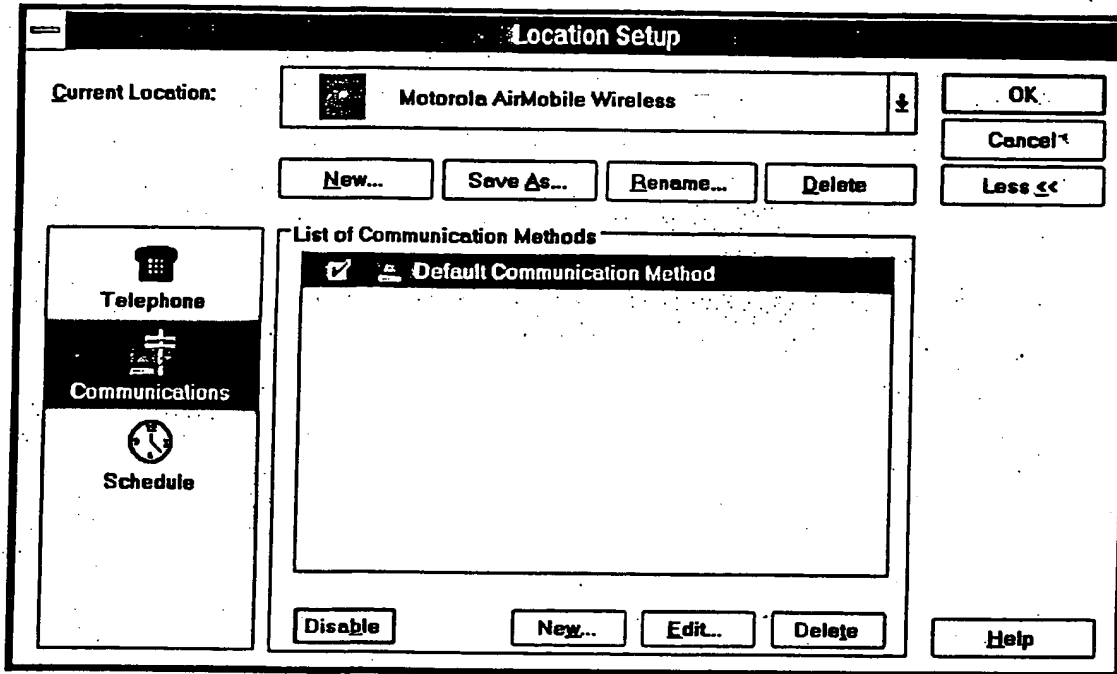
Figure 2-15 Location setup

h) Define a new "*Communication Method*" by clicking the "*New*" button in the "*List of Communication Methods*" group box near the bottom of the dialog.

AirMobile

28
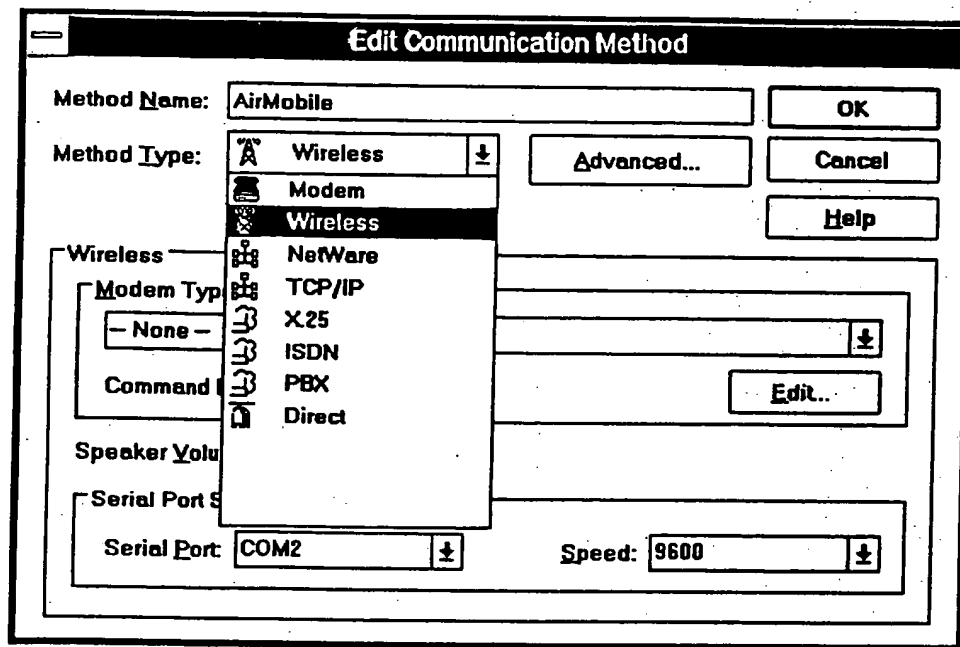
Figure 2-16 cc:Mail Mobile for Windows Edit Communication Method dialog.

I) Enter "Air*Mobile*" as the "Method Name".

J) Choose "Wireless" from the "Method Type" drop-down list.
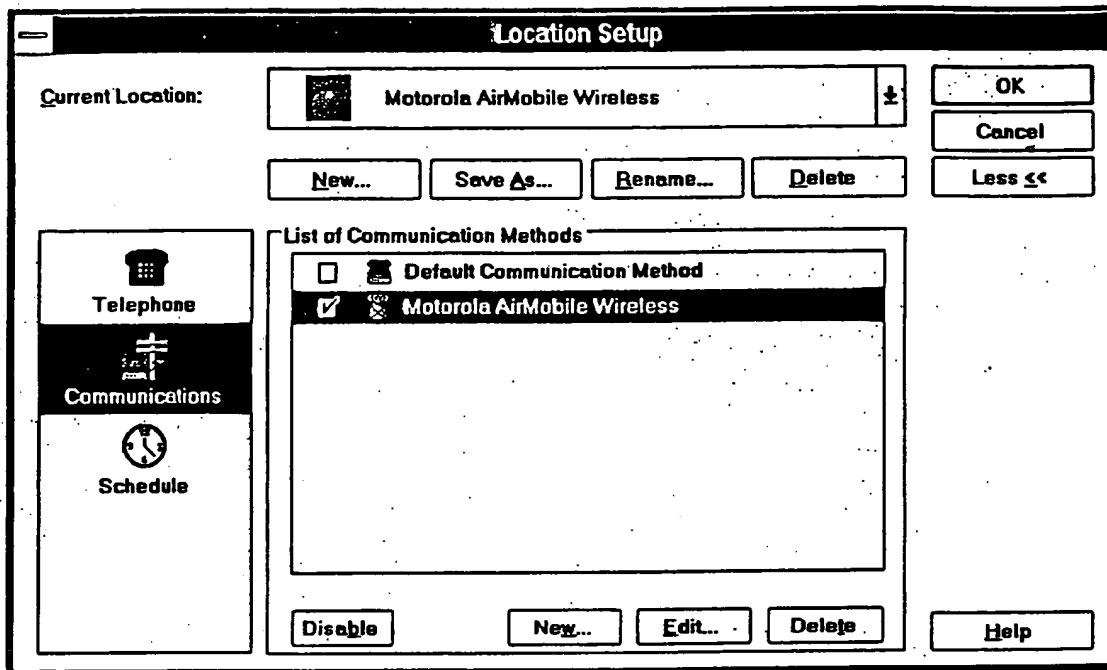
k) Click "OK" to return to the "Location Setup" dialog.

AirMobile

Figure 2-17 cc:Mail Mobile for Windows Location Setup dialog.

l) Disable other communication methods: from the "Location Setup" dialog, select each "Communication Method" which is **not** "Air*Mobile*" and click "Disable." This disables these alternate methods when using the Air*Mobile* Wireless method, and leaves Air*Mobile* as the only "Communication Method" enabled for the Motorola Air*Mobile* Wireless location.

m) Click "OK" to return to your cc:Mail Mobile Inbox.

2. Running Motorola Air*Mobile* Wireless Comm Client for cc:Mail.

Once you have defined the Motorola Air*Mobile* Wireless Location and Mobile Setup definitions, simply select the "Motorola Air*Mobile* Wireless" Location from within the cc:Mail Mobile "Mobile" menu to launch the Air*Mobile* Wireless Comm Client for cc:Mail.

Refer to chapter 3, "Running Motorola Air*Mobile* Wireless Comm Client for cc:Mail" for detailed information.

AirMobile

3   Running Motorola Air*Mobile* Wireless Comm Client for cc:Mail

This section describes how to run Motorola Air*Mobile* Wireless Comm Client for cc:Mail and defines the user interface.

Overview

Motorola Air*Mobile* Wireless for cc:Mail software operates much like Lotus' cc:Mail Background. It downloads messages (which pass your download filters) from your LAN-based inbox to your cc:Mail Mobile inbox. The Client software also uploads messages from cc:Mail Mobile's Outbox to your LAN-based mail server for delivery.

The Air*Mobile* Wireless for cc:Mail product is a complementary addition to your cc:Mail Mobile program. It extends your cc:Mail Mobile client with new wireless communication capabilities previously not possible, and at the same time does not disrupt or prevent the use of any existing cc:Mail Mobile communication method.

While Motorola Air*Mobile* Wireless Comm Client can be compared to Lotus' cc:Mail Background, there are also key differences, some of which may change your perspective of the mobile e-mail model. These key differences are explained below.

- ❑ Connected without maintaining a session

  Motorola Air*Mobile* Wireless for cc:Mail software provides a secure and authenticated virtual wireless communication channel between your laptop and your LAN-based cc:Mail server. This virtual communication channel enables messages to be immediately downloaded when they are received, or uploaded when they are sent. This eliminates the batch mode of operation used by cc:Mail Background.

- ❑ Messaging models: client poll and server push

  Motorola Air*Mobile* for cc:Mail software implements both the traditional e-mail "client poll" and the more efficient "server push" models of message delivery. cc:Mail Background implements the "client poll" model only.

AirMobile

With Motorola Air*Mobile*, messages are "pushed" out to your portable PC from the server over the wireless network: you do not have to constantly call in to check for messages. This implementation of "server push" eliminates unnecessary communication between the client and server, minimizing communication costs and artificial delivery delays.

When you send a message while Motorola Air*Mobile* is running, the message will be immediately processed from your outbox, assuming it passes your upload filters, and be delivered to your LAN-based cc:Mail server for ultimate delivery.

When a message arrives for you in your LAN-based cc:Mail Inbox, Motorola Air*Mobile* software will immediately download the message to your laptop, assuming it passes your download filters, placing it in your cc:Mail Mobile Inbox.

❑ Server based filters for downloads

Air*Mobile* Wireless Comm Server maintains a copy of the filter settings defined by each Motorola Air*Mobile* Client. All filter changes made using your client software will be propagated to your registered account on your Motorola Air*Mobile* Communication Server for cc:Mail—and you do not need a LAN administrator to make the changes.

Server-based filters define the criteria which must be satisfied before a message will be "pushed out" to a registered client. By contrast, cc:Mail Background does not support server-based filtering nor does it support server-push message handling.

❑ Client based filters for uploads

Motorola Air*Mobile* uses several of the key filter settings defined by you as upload filters. These filters control how the messages you send are uploaded from your cc:Mail Mobile Outbox. Messages which pass your upload filters will be uploaded via Motorola Air*Mobile*. Messages which do not pass your upload filters will remain in your Outbox waiting to be sent when you connect directly to the LAN again or use another communication method (e.g. wireline modem). Upload filters are message priority and message size.

AirMobile

Lotus cc:Mail Background does not apply any filters to the
upload process.

❑ Granularity filtering for message download

Motorola Air*Mobile* allows you to be selective about how much
of a message you want to receive. You can download specific
portions of messages, the first 100 characters, for example,
even if the messages would not pass other filter criteria. This
enables you to receive the portion of a message which is most
valuable: the first part of a text message, a file attachment or
text notes.

❑ User Interface

The Motorola Air*Mobile* user interface summarizes the number
of messages sent and received, the current state of
communications and gives you a log window that documents all
major wireless communication events.

Launching Motorola Air*Mobile*
Wireless Comm Client for cc:Mail

Motorola Air*Mobile* Wireless Comm Client for cc:Mail can be launched
automatically by cc:Mail Mobile or directly from the Windows Program
Manager.

Auto-Launch via cc:Mail Mobile

Motorola Air*Mobile* Wireless Comm Client for cc:Mail will automatically
launch when cc:Mail Mobile is launched if you have defined Motorola
Air*Mobile* Wireless as your default *"Location Setup"*.

Manual Launch via cc:Mail Mobile

If Motorola Air*Mobile* Wireless Comm Client is not already running, it will
be automatically launched when you change the *"Location Setup"* within
cc:Mail Mobile.

Manual Launch from Windows

Motorola Air*Mobile* Wireless Comm Client for cc:Mail can be manually
launched from Windows by simply double-clicking on the Air*Mobile*
Backgrounder Icon.

Air*Mobile*

Upon launching Motorola Air*Mobile* for cc:Mail, you will see a copyright "splash screen" which disappears after about 5 seconds (figure 3-1).
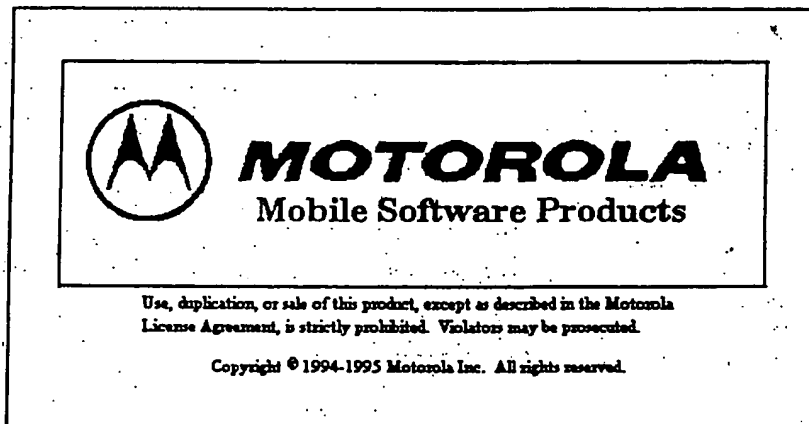
Figure 3-1: Motorola AirMobile Wireless Comm Client for cc:Mail Splash Screen.

The splash screen will be replaced by the Motorola Air*Mobile* Wireless Comm Client for cc:Mail main dialog (figure 3-2)

AirMobile

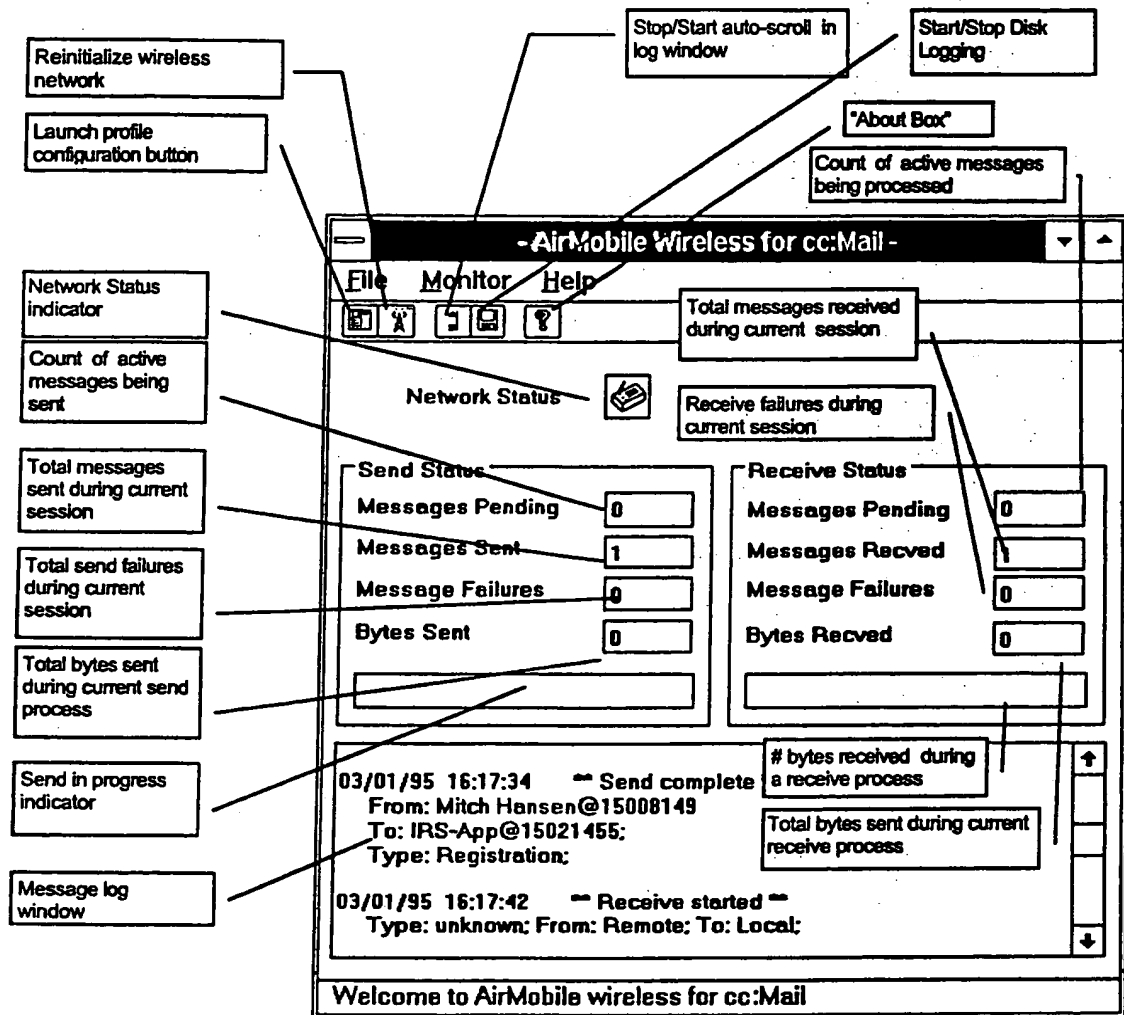# Motorola Air*Mobile* Wireless for cc:Mail Interface Description

Stop/Start auto-scroll in log window

Start/Stop Disk Logging

Reinitialize wireless network

Launch profile configuration button

"About Box"

Count of active messages being processed

Network Status indicator

Count of active messages being sent

Total messages sent during current session

Total send failures during current session

Total bytes sent during current send process

Send in progress indicator

Message log window

- AirMobile Wireless for cc:Mail -

File   Monitor   Help

Total messages received during current session

Network Status

Receive failures during current session

Send Status
Messages Pending `0`
Messages Sent `1`
Message Failures `0`
Bytes Sent `0`

Receive Status
Messages Pending `0`
Messages Recved `1`
Message Failures `0`
Bytes Recved `0`

bytes received during a receive process

Total bytes sent during current receive process

03/01/95 16:17:34   ** Send complete
From: Mitch Hansen@15008149
To: IRS-App@15021455;
Type: Registration;

03/01/95 16:17:42   ** Receive started **
Type: unknown; From: Remote; To: Local;

Welcome to AirMobile wireless for cc:Mail

Figure 3-2 The AirMobile for cc:Mail main dialog screen.

AirMobile

AirMobile Wireless Client for cc:Mail Controls

The Motorola AirMobile Wireless Comm Client for cc:Mail Main Menu provides several key functions to help manage your communication interface.

Launch Profiler
Launches the Profile Configuration Tool, enabling you to define your cc:Mail Mobile user logon information and granularity filters.

Initialize Wireless Network
Click on this button (if not already depressed) to reinitialize the network connection after a failure.

Stop/Start auto-scroll of log window
Click this button to stop and start the auto-scroll feature of the log window. When turned off, the button appears depressed (grayed out) and the auto-scroll feature will be disabled. This enables you to scroll back through the log window to review communication activities without the distraction of the window jumping forward with new events.

New log events will continue to be appended to the bottom of the window in either mode on or off.

Stop/Start Disk Logging
When depressed, messages displayed in the log window are also written to a disk log file called currlog.txt. When in the up position, messages are displayed in the log window but not written to disk.

The log file currlog.txt will grow to 30,000 bytes before being automatically rolled over to the file prevold.txt. When the currlog.txt file is rolled over, the contents of prevlog.txt are lost.

About button
Click this tool button to display detailed information about the application, including version number.

AirMobile

Communicating between the Client and Communication Server

Prerequisites

To send or receive messages using Motorola Air*Mobile* Wireless Comm Client for cc:Mail you or your e-mail administrator must have installed and configured both Lotus cc:Mail Mobile for Windows Release 2 and Motorola Air*Mobile* Wireless Comm Client for cc:Mail. See sections 2 and 3 of this manual for instructions on installing and configuring Motorola Air*Mobile* Wireless Comm Client for cc:Mail.

In addition, you or your LAN administrator must have installed and configured a cc:Mail e-mail server and a Motorola Air*Mobile* Wireless Communication Server for cc:Mail.

To begin wireless communications, do the following:

1. Launch Motorola Air*Mobile* Client for cc:Mail

a) When first launched, the Motorola Air*Mobile* logo is displayed for approximately 5 seconds. The logo disappears and the Air*Mobile* Wireless for cc:Mail Main Menu is displayed.

b) Your cursor will change to an *"hour glass"* shape while Air*Mobile* initializes your communication port and verifies that you are within network coverage.

During the initialization, the *"network status indicator"* has a red slash through it ▨ signifying that your wireless network connection is not active. After initializing the communications port and determining that the wireless network is accessible, the red slash disappears ▨.

If the initialization fails or the wireless network is not accessible, the red slash will continue to be displayed, even after the *"hour glass"* mouse returns to a pointer.

2. Verify a successful registration was sent

Upon successful launch and initialization (step 1, above), the Air*Mobile* Wireless Comm Client for cc:Mail will send a registration request to the Air*Mobile* Wireless Comm Server whose address is

AirMobile

defined in the *"Remote Radio ID"* field in your profiler configuration utility.

Below is an example of a successful *"registration send"* transaction.

☞ *Note that both a Send Started message and a Send Completed message must be displayed before a completed transmission is received.*

```
2/15/95 10:15 *** SEND STARTED ***
       From: Mitch Hansen@99999999
       To: IRS-App@88888888
       Type: Registration

2/15/95 10:16 *** SEND COMPLETED ***
       From: Mitch Hansen@99999999
       To: IRS-App@88888888
       Type: Registration
```

☞ *Note: If a registration send is not confirmed within 5 minutes from a "send completed" the client will submit another registration request.*

3. Verify that a successful registration was received.

Upon the successful send of a registration request (step 2, above), the Air*Mobile* Wireless Communication Server sends a registration confirmation back to the client. The return of the registration confirms that you successfully communicated a message to the Communication Server, your cc:Mail password is correct and your cc:Mail PostOffice is on-line.

Upon receiving a registration transaction, your client becomes fully registered. Once fully registered your client may send messages, send profile change transactions or simply listen to the network for messages to be *"pushed"* to your client by the Communication Server.

AirMobile

Below is an example of a successful *"registration receive"* transaction.

```
2/15/95 10:15 *** RECEIVE STARTED ***
        Type: Unknown; Host: Unknown;

2/15/95 10:16 *** RECEIVE COMPLETED ***
        From: IRS-App888888888
        To: Mitch Hansen899999999
        Type: Registration
```

☞ *Note: If your client is inactive (not having sent or received messages) for 20 minutes, your client will automatically re-register with the Communication Server.*

4. Sending/Transmitting e-mail messages.

    To send a message wirelessly, simply use the same procedure as with Lotus cc:Mail Mobile. Use cc:Mail Mobile to compose a message which will be stored in the Outbox. Once you are registered (steps 2 & 3 above) the Air*Mobile* Client software will automatically transfer messages that pass your upload filters on to your Communication Server, eliminating the need to find a phone and manually issue a SEND/RECEIVE command.

    Below is an example of a successful *"message send"* transaction.

```
2/15/95 10:19 *** SEND STARTED ***
        From: Mitch Hansen899999999;
        To: Gene Eggleston888888888;
        Subject: Important Meeting;
        Type: ccMail Msg; MsgID: 1901;

2/15/95 10:20 *** SEND COMPLETED ***
        From: Mitch Hansen899999999;
        To: Gene Eggleston888888888;
        Subject: Important Meeting;
        Type: ccMail Msg; MsgID: 1901;
```

☞ *Note that both a Send Started message and a Send Completed message must be displayed before a completed transmission is received.*

AirMobile

5. Receiving e-mail messages.

Receiving mail messages is easier than ever, once you are registered (steps 2 & 3 above), the Client software will automatically receive the messages that pass your download filters from the Communication Server.

Below is an example of a successful "*message receive*" transaction.

```
2/15/95 10:20 *** RECEIVE STARTED ***
    From: Mitch Hansen@99999999;
    To: Gene Eggleston@88888888;
    Subject: Important Meeting;
    Type: ccMail Msg; MsgID: 1901;

2/15/95 10:21 *** RECEIVE COMPLETED ***
    From: Mitch Hansen@99999999;
    To: Gene Eggleston@88888888;
    Subject: Important Meeting;
    Type: ccMail Msg; MsgID: 1901;
```

AirMobile

4   Message Filtering

Introduction

This section describes message filtering. Please take the time to read and fully understand this section. Knowing how to use filter options will save you time and money.

Overview

Message filtering is a critical component of any mobile application that uses communication interfaces which have limited throughput and tariffs based on time or usage. This is especially true for wireless wide-area networks. To maximize the efficiency and usefulness of information downloaded over wireless wide-area networks, Lotus cc:Mail Mobile and Motorola AirMobile Wireless Comm Client for cc:Mail provide a complementary set of message filters.

Lotus cc:Mail Mobile for Windows implements a set of filters which it uses to qualify messages before they are downloaded to your laptop computer. Motorola AirMobile Wireless Comm Client for cc:Mail directly implements the same filters: message priority, message date, message size, message subject, and message originator

In addition to supporting the cc:Mail Mobile filters for message download, Motorola AirMobile Wireless Comm Client for cc:Mail implements upload filters as well. With this feature, messages which you send (stored in your Outbox) are not transmitted wirelessly unless they pass your message priority and message size filters. These "rejected" messages will remain in your Outbox waiting to be sent via another communication medium (e.g., direct LAN connection).

AirMobile also provides extended granular filter attributes, allowing you to control the size of messages you will receive. These granular filters are configured via the Motorola AirMobile Wireless Comm Client interface. With the granular filters, you can also choose to download only specific portions of messages. These granularity filters provide you with greater control over the information downloaded to your laptop.

The following summarizes the granularity filter attributes defined in the Motorola AirMobile Wireless Comm Client for cc:Mail interface.

1. Truncate message size
2. Text attachments
3. File attachments

AirMobile

Configuring Message Filters with Lotus cc:Mail Mobile

Follow the instructions in this section to configure upload and download message filter criteria for Motorola Air*Mobile* for cc:Mail using the Lotus cc:Mail Mobile filter setup.

For a full explanation of how to set filter settings within cc:Mail Mobile, please refer to the cc:Mail Mobile for Windows manual.

Below are basic instructions for setting filters within the cc:Mail Mobile application.

1. Load cc:Mail Mobile for Windows.

    If Lotus cc:Mail Mobile isn't already loaded, load cc:Mail Mobile for Windows. Please refer to the Lotus cc:Mail Mobile for Windows User manual for details.

2. Choose Filters from the Mobile menu.

    The Lotus cc:Mail Mobile for Windows Filter Dialog Box is displayed.
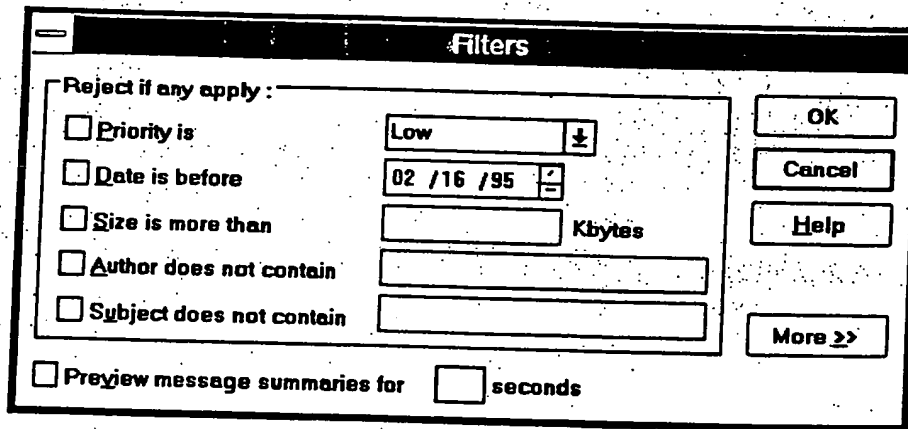
Figure 4-1: Lotus cc:Mail Mobile for Windows Filter Dialog Box

3. Select the filters that you want to apply to your messages, and enter the appropriate criteria for each filter as described below.

AirMobile

42

☞ *Note: Priority and Size filters are applied to messages being uploaded as well as downloaded. Author, date and Subject filters are applied only to uploaded messages.*

Priority: Air*Mobile* software filters messages by priority. **Low** rejects low-priority messages. **Low or Normal** rejects both low-and-normal priority messages. To receive all messages regardless of priority, do not check the filter priority box.

Date: Air*Mobile* software filters messages by date sent. Messages will be rejected if sent before the date you specify. This option is useful if you haven't retrieved your messages for several days and want to receive only the most recent messages.

Use the arrow buttons to raise or lower the numbers representing the month, day and year.

Size: Air*Mobile* software filters messages by size. Air*Mobile* rejects all messages greater than the size you specify. Filtering by size helps you conserve space on your hard disk and minimize transmission costs.

☞ *Note: Message size is calculated based on the hard-disk space required, not the transmission size. AirMobile implements compression algorithms in its wireless transport which significantly reduces transmission costs while increasing aggregate transmission speeds. Air*Mobile*'s compression typically yields at least 2:1 ratios. This means that a 4K message could be transmitted wirelessly in half the time than otherwise required.*

Author: Air*Mobile* software filters messages by author or PostOffice. Air*Mobile* rejects all messages except those sent by the person or postoffice that you specify.

Enter the first name, last name or both, or the name of the post office from which you want to receive messages. The text you enter doesn't have to be an exact match; if the text you enter matches any part of the Author field, the filter is applied.

Subject: Air*Mobile* software filters incoming messages by subject. Air*Mobile* rejects all messages except those whose subject does not contain the word or words you specify.

AirMobile

Enter a subject. The text you enter doesn't have to be an exact match; if the text you enter matches any part of the Subject field, the filter is applied.

☞ **Note:** *Motorola AirMobile Wireless Comm Client for cc:Mail does not support cc:Mail Mobile rules definition.*

4. Choose OK when you finish selecting your filters and entering the criteria.

☞ **Note: If you changed any filter settings, these changes will be automatically communicated to your AirMobile Communications Server for cc:Mail by sending a "profile change" message to your Comm Server. This enables intelligent download filtering to be performed at the Communication Server, eliminating transmission time and costs.**

Configuring AirMobile Granular Message Filters

Follow the instructions in this section to configure AirMobile Wireless granular message filters.

Motorola AirMobile Wireless for cc:Mail software supplements the cc:Mail Mobile message filter attributes with an extended set of granular filter attributes. These attributes are configured via the Motorola AirMobile Wireless Comm Client interface. The granular filters enable you to download only specific portions of messages. These granularity filters provide you with greater control over the information downloaded to your laptop.

The following summarizes the granularity filter attributes defined in the Motorola AirMobile Wireless Comm Client for cc:Mail interface.

1. Truncate message size
2. Text attachments
3. File attachments

AirMobile

1. Launch Air*Mobile* Backgrounder.

   In Windows, double-click the "Air*Mobile* Backgrounder" *icon*

2. Run Profiler

   Choose Profiler from the File pull-down menu or choose the Profiler icon ▦ from the Air*Mobile* Wireless for cc:Mail toolbar.

—	- AirMobile Profiler Utility -	▼ ▲

   File   Edit   Help

   General Information

User Name	Mitch Hansen ⏬	◉ Enable
User Password	●●●●●	○ Disable
PostOffice Name	postoffice	
PostOffice Path	c:\ccmobile\ccdata3	
Msg Truncation Size		☒ Text Attach
Remote Radio ID	15021455	☒ File Attach
Local Radio ID	15008149	

   Ready   NUM

   Figure 4-2 Motorola AirMobile Wireless Comm Client for cc:Mail Profile dialog

3. Set the granularity filters you want to apply <u>ONLY</u> to your downloaded messages, and enter the appropriate criteria for each filter as described below.

AirMobile

5 Troubleshooting

This section describes errors and problems which may occur during configuration or use of the Motorola Air*Mobile* Wireless Comm Client for cc:Mail and common remedies to resolve each.

ERROR: Logon

Check the user name, password and path to your postoffice in the Profile Configuration Tool.

Messages not uploaded from the Outbox to the Communication Server

1. Check to make sure messages are in your Outbox.

2. Check the filter settings in cc:Mail Mobile to verify the message in your Outbox passes the priority and size filters.

3. Check through your log window to verify that you received a "receive complete" or "send complete" transaction within the last 20 minutes. If you have not sent or received any messages within the last 20 minutes and your Client application is running, exit and restart the application to force a full registration process.

Messages not downloaded from the Communication Server to cc:Mail Mobile

1. Check the filter settings in cc:Mail Mobile to verify your download filters in cc:Mail Mobile and the granularity filters in Air*Mobile*.

2. Check through your log window to verify that you received a "receive complete" or "send complete" transaction within the last 20 minutes. If you have not sent or received any messages within the last 20 minutes and your Client application is running, exit and restart the application to force a full registration process.

Initialization: Out of sequence error

You can ignore this message. It simply identifies that multiple registration confirmation containers were received.

AirMobile

Initialization Error
Failed to logon to radio network
Scheduler terminated

1. Check your "*System Configuration*" to ensure you are using the correct communication interface (COM PORT)

2. Exit and restart the Air*Mobile* Wireless Comm Client for cc:Mail application.

3. You may be in an area without wireless network coverage. Contact your network service provider and report this problem.

Text portions of message were not downloaded

Check the "*Text Attachments*" granular filter setting in your profile configuration tool. If you want to receive text attachments make sure this filter is checked.

File attachments on message were not downloaded

Check the "*File Attachments*" granular filter setting in your profile configuration tool. If you want to receive text attachments make sure this filter is checked.

Message says "(....Truncated by Air*Mobile*)"

This indicates that the message passed all filter attributes except the message size filter and you specified a truncation value in the granular filter "*Truncation Size*" in the Air*Mobile* Profile Configuration utility.

Error: Maximum User Licenses in use

You have attempted to add more users than allowed by your license agreement.

Red slash does not disappear from Network Status Icon

1. Check your "*System Configuration*" to ensure you are using the correct communication interface (COM PORT)

2. Exit and restart the Air*Mobile* Wireless Comm Client for cc:Mail application.

Air*Mobile*

48

3. You may be outside of wireless network coverage. Contact your network service provider and report this problem.

A 1.94 (or greater) version of MAILENG.DLL is required

Your cc:Mail Mobile software is using an old version of MAILENG.DLL which is not compatible with the Motorola Air*Mobile* Wireless Comm Client for cc:Mail. You must upgrade your cc:Mail Mobile software.

Air*Mobile*